



# October 2017 LHIN Report

November 2017

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## 1. Executive Notes for October

OntarioMD appreciates your comments on this report and welcomes your ongoing feedback and ideas for improvement.

We are encouraged by the continued growth across the portfolio of digital health services being tracked in this report – Health Report Manager (HRM), eNotifications, OLIS, and eConsult.

OntarioMD continues to work closely with the Toronto Central (TC) LHIN and eHealth Ontario on plans to deliver the Provider Secure Communication Package (which includes ONE® Mail, ConnectingOntario Viewer and eConsult) to primary care physicians in the TC LHIN area. OntarioMD is also in discussions with eHealth Ontario on the rollout of the ConnectingOntario Viewer to community-based primary care physicians in the four Northern and Eastern Region LHINs.

OntarioMD introduced a new series of regional educational seminars in October – ‘On the Road with OntarioMD’. The purpose of this series of seminars for physicians and their staff is to extend CME-accredited educational opportunities through small group learning sessions with access to Peer Leaders. The sessions consist of one hour of didactic learning focused on Partnered Efforts in Safe Opioid Prescribing using their EMRs and then small group learning with Peer Leaders who use the same EMR as the attendees. The first seminar was in Windsor on October 18. Attendee feedback on the value and effectiveness of the seminars has been very positive. During these seminars, attendees can also start the enrolment process for OntarioMD products and services as well as request to be enrolled in ONE® ID. Next month, two On the Road with OntarioMD seminars will take place – November 1 in Ajax and November 29 in Ottawa. Planning is underway for additional seminars in 2018.

## **2. Introduction**

The purpose of this report is to provide OntarioMD’s partners and stakeholders with a monthly update on the provincial view of community-based family physicians’ and community specialists’ adoption and optimized use of certified EMRs and other digital health services integrated with certified EMRs. Except where indicated, this report does not include information about adoption of the referenced digital health applications by nurse practitioners or other health care service providers.

By helping physicians become more proficient EMR users, OntarioMD helps realize the clinical value and full potential of EMRs to enhance patient care and enable even more widespread health system benefits. EMRs are an important foundation for realizing the provincial vision for a comprehensive electronic health record (EHR) for all Ontarians.

## **3. OntarioMD and Local Health Integration Networks**

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD works closely, and in partnership, with other health care organizations across the province, including the 14 Local Health Integration Networks (LHINs).

Our regional Practice Advisors take an integrated approach to working with physician practices, bundling products and change management services on behalf of the LHINs for efficient visits to practices. This reduces multiple touchpoints to the physician office and streamlines training and on-boarding so the physicians can spend less time on administration and more time on patient care.

### **What We Do**

- Connect physician practices in Ontario to provincial applications that inform clinical decisions, such as OntarioMD’s Health Report Manager (HRM), eNotifications, eConsult and the Ontario Laboratories Information System (OLIS). We are also starting to deploy the ConnectingOntario Viewer, as well as ONE® Mail and ONE ID services, on behalf of eHealth Ontario and many LHINs.
- Provide physicians with advice, guidance and EMR practice enhancement support to optimize their EMR use through experienced Practice Advisors located across Ontario, the EMR Practice Enhancement Program (EPEP) and the Peer Leader Program.
- Deliver a trusted EMR certification and vendor management program that assesses, monitors and manages EMR vendors and their products for compliance with the Ontario EMR Specifications providing assurance to physicians that their EMRs meet their needs.

## 4. OntarioMD Products and Services

OntarioMD products and services are provincial digital health assets aligned to the Patients First: Digital Health Strategy in support of the health system transformation described in Ontario's *Patients First: Action Plan for Health Care*. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports the Digital Health Strategy:

- Enhance access to health information and services
- Strengthen quality, effectiveness and accountability
- Stimulate innovation and growth

OntarioMD receives funding from the Ministry of Health and Long-Term Care (MOHLTC), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs and care they provide to patients.



### CLINICIAN ENGAGEMENT

OntarioMD Practice Advisors work closely with physician practices to address their needs and enable them to enhance clinical value through technology. They assist practices to successfully navigate enrolment, onboarding and deployment processes, including completing subscription agreements for products such as Health Report Manager (HRM). They work with EMR vendors when necessary to facilitate connectivity, educate on functionality and to advocate when issues arise; all to ensure optimized use of the EMR.

With partner LHINs, Practice Advisors work to ensure the efficient delivery of products and services that meet regional needs and provincial priorities.

Practice Advisors work locally in all LHINs and provide change management services to integrate physician practices with new digital health solutions that provide them with immediate clinical value. They support physicians and their staff through the EMR Practice Enhancement Program (EPEP) to develop step-by-step advice and plans, tools and techniques based on the specific needs of patients and the practice. Their knowledge and expertise lead to improvements in practice efficiency and a better experience for patients and practice staff.

Some of the top examples of how Practice Advisors have helped practices include change management strategies for improving:

- Data standardization, quality and integrity

- Preventive care
- Internal workflow processes to enhance the patient experience
- Communications, etc.

In addition to the many improvements Practice Advisors can facilitate, they have also shared their experience in using EMRs to:

- Manage chronic diseases
- Eliminate appointment backlogs
- Manage documents
- Conduct effective queries, and much more.



## EMR PRACTICE ENHANCEMENT PROGRAM

The EMR Practice Enhancement Program (EPEP) is a provincial change management service designed to help physicians enhance their EMR skills and efficiency to improve clinical and practice outcomes. No matter the current level of EMR skill, EPEP offers a current state analysis of EMR use, practice workflow and data quality to help physicians move beyond data capture and use information to improve patient care and practice efficiency to a desired level of EMR maturity.

EPEP is based on OntarioMD's [EMR Maturity Model](#), an evidence-based framework for measuring, understanding and enhancing EMR use. The program provides hands-on support from Practice Advisors, who are expert EMR users, to create an enhancement plan, enriched with quality improvement methodology, that reflects unique practice priorities, leading to improved workflow, efficiency and patient care.

To get started with EPEP, physicians are encouraged to complete an EMR Progress Assessment (EPA). The EPA is a survey designed to help physicians identify their current EMR skill level and areas in which they would like to improve. Email [epep@ontariomd.com](mailto:epep@ontariomd.com) for more information or to request a consultation.



## PEER LEADER PROGRAM

OntarioMD's Peer Leader Program is a regional network of physicians, nurses and clinic managers across the province who are expert users of OntarioMD-certified EMRs. They support physician practices to realize increasing clinical value from their EMRs. The Peer Leader Program has been primarily funded by Canada Health Infoway.

Peer Leaders provide consulting services to physician practices that can lead to more efficient EMR use and workflow, optimization of existing EMR functions and access to additional ones, improved clinical decision support, and much more. They also provide guidance to OntarioMD on physician practice perspectives and priorities with regards to the development of innovation and enhancements to current OntarioMD programs. Peer Leaders are highly skilled thinkers in advanced EMR use, moving health system policy to practice, and quality improvement.

Contact [peer.leader.program@ontariomd.com](mailto:peer.leader.program@ontariomd.com) to request a Peer Leader. Peer Leaders are also available at OntarioMD's EMR: Every Step Conferences, our On the Road with OntarioMD educational seminars, and other regional events to meet one-on-one with attendees.



Health Report Manager (HRM) is an award-winning digital health solution developed by OntarioMD. It improves communication among health care providers by enabling physicians and practices using an OntarioMD-certified electronic medical record (EMR) to securely receive patient reports electronically from hospitals and other health care facilities directly into their EMRs. By eliminating paper reports, HRM makes report delivery safer and more secure while saving time and money for both hospitals and specialty facilities that send reports as well as the physician practices that receive them.

Thousands of physicians in the 14 LHINs across Ontario are now receiving reports, eNotifications and Ontario Telemedicine Network telehomecare reports, benefitting from the security, scalability, ease, and speed of HRM report delivery to follow up with their patients and continue appropriate treatment. In LHINs 13 and 14, clinicians are transitioning from the Physician Office Integration (POI) Project to HRM so their clinicians can receive hospital and specialty clinic reports not only from their own LHINs, but from hospitals and specialty clinics across Ontario where their patients have received care. OntarioMD Practice Advisors have worked with thousands of physicians to incorporate HRM into their workflow to better inform clinical decisions that result in better patient outcomes and more efficient practices.

OntarioMD is leading the expansion and continuous enhancement of HRM across the province in collaboration with the LHINs and other delivery partners. To sign up for HRM, email [report.manager@ontariomd.com](mailto:report.manager@ontariomd.com).



## eNOTIFICATIONS

eNotifications are sent through HRM to alert physicians and their practices in real time when a patient has been discharged from an emergency department, or admitted or discharged from an in-patient unit. eNotifications help improve communications and care coordination between hospitals and family physicians, especially with respect to hospital visits of complex care patients. eNotifications also support Health Links by enabling faster and safer follow-up treatment, and potentially reducing hospital readmissions. Physicians already connected to HRM will automatically receive eNotifications. Once they do, OntarioMD Practice Advisors can assist clinicians to understand how eNotifications fit into their workflows. eNotifications have been recognized by Accreditation Canada as a Leading Practice for communication and patient safety.

OntarioMD is leading the expansion of eNotifications to primary care across the province and works collaboratively with Health Shared Services Ontario, Community Care Access Centres (CCACs) and LHINs towards enabling hospitals to send eNotifications. For more information on using eNotifications, email [enotifications@ontariomd.com](mailto:enotifications@ontariomd.com).



## EMR CERTIFICATION PROGRAM

OntarioMD is Ontario's EMR certification body and manages the EMR Certification Program. Certified EMRs are a mandatory requirement for physician practices to access provincial digital health applications such as HRM, eNotifications and OLIS. Over 14,000 physicians use OntarioMD-certified EMR products. The EMR Certification Program continuously evolves certified EMRs, taking into account physicians' needs and the future of digital health in Ontario and the rest of Canada. It also helps physician practices leverage new EMR functionality that leads to their optimized use of a certified EMR.

OntarioMD has moved to open certification, which allows new vendors to apply for certification at any time and enables OntarioMD to respond more quickly to evolving system needs. For more information, email [emr@ontariomd.com](mailto:emr@ontariomd.com).



## OLIS DEPLOYMENT

OntarioMD is leading the deployment of OLIS to physician practices on behalf of eHealth Ontario. OLIS is a system that connects hospitals, community laboratories, public health laboratories and practitioners to facilitate the secure electronic exchange of laboratory test orders and results. Clinicians using an OntarioMD-certified EMR can access the latest lab results for their patients or perform patient queries. To sign up for OLIS, email [support@ontariomd.com](mailto:support@ontariomd.com).



OntarioMD is working with Canada Health Infoway and eHealth Ontario on OLIS Practitioner Query (OLIS PQ). OLIS PQ provides an integrated laboratory feed (over 90% of all lab results in Ontario) to an EMR.



## PRIVACY TRAINING AND RESOURCES

OntarioMD provides privacy, security and legal expertise to physician practices to educate them about their role and responsibilities as Health Information Custodians under the *Personal Health Information Protection Act* (PHIPA). Privacy and security tools and resources are available to all physicians and are regularly updated to address emerging technology or new cyberthreats. OntarioMD is actively working with partners to complete a comprehensive privacy and security training module to support community based physicians access provincial digital health assets.



## EMR: EVERY STEP CONFERENCE

The EMR: Every Step Conference is OntarioMD's flagship conference and Canada's largest EMR conference series. The conference is focused on educating physician practices on realizing the full benefits of a certified EMR. Since 2012, nearly 5,000 attendees have participated in the conference series.

Two conferences are held each year in locations across Ontario. More than 700 clinicians and digital health care stakeholders from across the province attended our most recent conference in Toronto on September 28, 2017. Attendees picked up valuable EMR optimization tips and advice at more than 25 educational sessions offered across four streams of learning, and were eligible to earn up to 7.5 Mainpro+ credits. The next conferences will be in London on April 12 and in Toronto on September 27, 2018. To learn more, visit [ontariomd.ca](http://ontariomd.ca) or contact [omd.events@ontariomd.com](mailto:omd.events@ontariomd.com).

## 5. Proof of Concepts 2017-18



### PROVINCIAL eCONSULT INITIATIVE

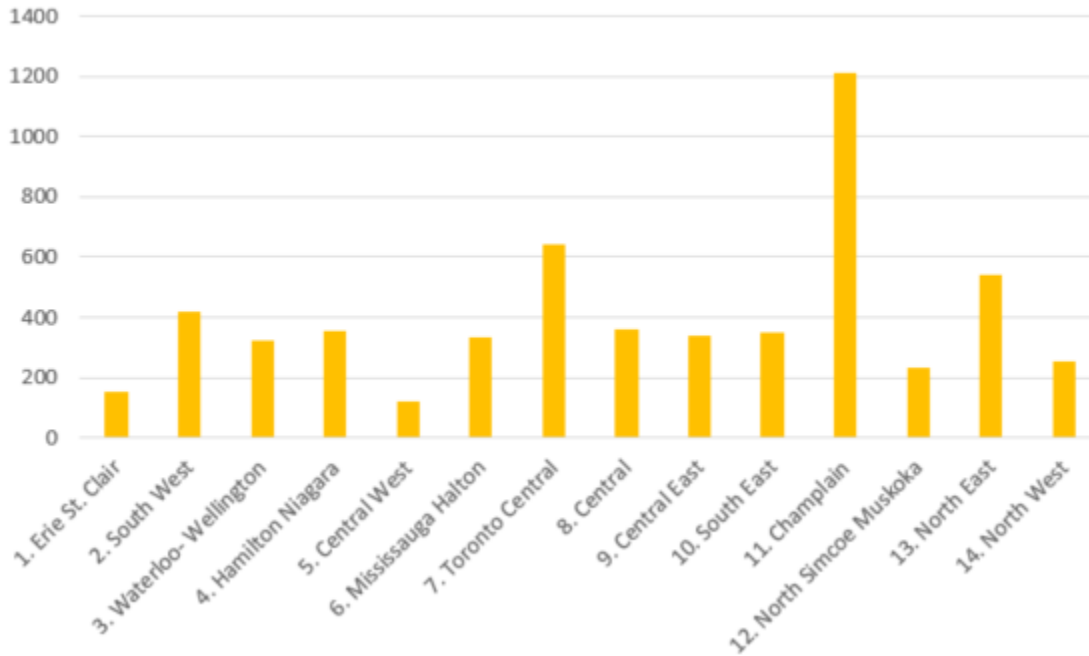
eConsult gives family physicians, nurse practitioners and specialists the ability to engage in a secure electronic dialogue, improving patient care by reducing unnecessary referrals to specialists for in-person diagnosis and treatment.

OntarioMD has partnered with the Ontario Telemedicine Network (OTN) and the Champlain BASE eConsult service to develop a provincial eConsult strategy which unifies their platforms, creating a single service for all clinicians in the province.

The Provincial eConsult Initiative has brought on over 6,000 new eConsult users from January 2015 to date. With an average patient roster size of 840, these users now have the opportunity to request eConsults for approximately 5 million patients. The initiative was also able to double the number of specialists using eConsult, opening up access to specialists for patients and their family doctors anywhere in the province – a family doctor from Thunder Bay can request an eConsult from a specialist in Thunder Bay or Windsor, or anywhere in between.

The initiative is currently in pilot phase and continues to recruit family physicians in all LHINs. To sign up for eConsult, email [econsult@ontariomd.com](mailto:econsult@ontariomd.com).

## Registered Clinicians on Provincial eConsult by LHIN



OntarioMD will continue managed expansion of eConsult with its LHIN partners across all LHINs. Work to scale up operational processes to support provincial expansion will continue.

Over the course of the last fiscal year (to March 31, 2017), OntarioMD successfully completed the eConsult EMR Integration proof of concept (PoC) in collaboration with eHealth Ontario and OTN. The eConsult EMR Integration will complement physician workflow when using eConsult and will promote increased adoption by EMR users. The goal is to enable EMRs to connect to the provincial digital health fabric by leveraging provincial assets.

QHR Technologies and OSCAR EMR were selected through a competitive procurement to participate in the PoC. Approximately 40 physicians (referrers and specialists) are participating and have gone live on the Accuro and OSCAR EMRs. The learnings from the PoC are being compiled and OntarioMD will aim to produce a draft specification and publish the Specification for eConsult EMR Integration by next spring.



OntarioMD is leading an initiative that will demonstrate continuous improvement in the clinical value of EMRs through the EMR Physician Dashboard. The EMR Physician Dashboard is a priority for all LHINs. The EMR Physician Dashboard provides a framework for real-time access to an introductory set of high-value provincial indicators from Health Quality Ontario (HQO), the Canadian Institute for Health Information (CIHI) and the Association of Family Health Teams of Ontario (AFHTO), along with indicators to improve management of physician practices such as the percentage of eligible patients within a roster who've been screened for colorectal cancer. Physicians will see these population health indicators at a glance and can develop action plans.

OntarioMD worked with TELUS Health and OSCAR EMR and over 100 physicians on Phase 1 of the EMR Physician Dashboard proof of concept. A Phase 1 Benefits Evaluation and Final Report will be released soon, providing a summary of key findings and recommendations for consideration in broader provincial planning.

Phase 2 of the initiative launched in October 2017, and will run to July 2018. It will expand participation to up to 400 additional physicians in order to further demonstrate the framework's value. During Phase 2, we will:

- further identify and refine dashboard indicators,
- deploy to more physicians across all LHINs, and
- define a business plan for a provincial EMR Physician Dashboard solution.

For more information on OntarioMD's EMR Physician Dashboard initiative, email [EMRdashboard@ontariomd.com](mailto:EMRdashboard@ontariomd.com).

## 6. Tables by Vendor and LHIN View

**Table 1: Family Physicians, Specialists and Nurse Practitioners by OntarioMD-Certified EMR Offering per Product / Service**

OntarioMD-Certified EMR Vendor	Physicians Live on a Certified EMR				HRM				eNotifications	Physicians Connected to OLIS <sup>1</sup>
	FP*	SP**	Unknown	Total	FP	SP	NP	Live		
ABELSoft Corporation	194	262	15	471	59	62		121	55	341
Alpha Healthcare Inc.	48	16		64	31	6		37	33	58
Canada Health Systems Inc.	305	106	16	427	162	49		211	153	282
Indivica Inc.	396	83	2	481	300	54	3	357	306	138
OSCAR EMR	1,227	661	10	1,898	645	267	16	928	629	804
P&P Data Systems Inc.	463	85	4	552	126	9	8	143	106	294
QHR Technologies Inc.	1,708	1,602	145	3,455	981	751	116	1,848	1,004	3,091
TELUS	5,359	1,220	85	6,664	3,333	467	423	4,223	3,224	5,421
YES Medical Systems	9	36	6	51	3	12		15	10	48
York-Med Systems Inc.	34	62	1	97	10	17		27	16	76
<b>Total</b>	<b>9,743</b>	<b>4,133</b>	<b>284</b>	<b>14,160<sup>2</sup></b>	<b>5,650</b>	<b>1,694</b>	<b>566</b>	<b>7,910</b>	<b>5,536</b>	<b>10,553</b>

<sup>1</sup> Source: eHealth Ontario

<sup>2</sup> Numbers reflect the actual number of physicians, not funding positions.

\* FP = Community-based Family Physicians

\*\* SP = Community-based Specialists

**Table 2: Product Penetration by Community-Based Family Physicians and Specialists by LHIN**

LHIN	No. of Physicians participating in provincial product / service <sup>1</sup>					Estimated number of FP and SP <sup>3</sup>			FP Penetration
	FP	SP	Not Known	Total	Change <sup>2</sup>	FP	SP <sup>5</sup>	Total	%
1. Erie St. Clair	324	190	15	529	3	462	473	935	70%
2. South West	747	244	9	1,000	8	884	1,225	2,109	85%
3. Waterloo Wellington	546	208	8	762	5	672	562	1,234	81%
4. Hamilton Niagara	915	472	12	1,399	21	1,165	1,765	2,930	79%
5. Central West	482	236	16	734	5	648	523	1,171	74%
6. Mississauga Halton	814	299	14	1,127	13	1,064	980	2,044	77%
7. Toronto Central	1,291	735	25	2,051	15	1,703	3,918	5,621	76%
8. Central	1,198	618	26	1,842	12	1,655	1,600	3,255	72%
9. Central East	966	413	18	1,397	0	1,186	1,118	2,304	81%
10. South East	462	79	13	554	6	516	649	1,165	90%
11. Champlain	1,275	460	18	1,753	18	1,575	1,985	3,560	81%
12. North Simcoe Muskoka	384	131	6	521	4	442	345	787	87%
13. North East	410	98	6	514	7	588	436	1,024	70%
14. North West	183	72	3	258	2	304	193	497	60%
<b>Total</b>	<b>10,010</b>	<b>4,260</b>	<b>284</b>	<b>14,554<sup>4</sup></b>	<b>121</b>	<b>12,864</b>	<b>15,772</b>	<b>28,636</b>	<b>78%</b>

<sup>1</sup> Includes physicians participating in the EMR Adoption Program, HRM and OLIS

<sup>2</sup> Number reflects physicians who may have withdrawn or moved LHIN boundaries during the reporting period, and where LHIN information was unavailable from the data source.

<sup>3</sup> Source: OPHRDC (Ontario Physician Human Resource Data Centre) 2017 – please note that the total number of FPs and SPs reflects an increase of 836 physicians to the 2015 OPHRDC data point.

<sup>4</sup> Includes physicians where LHIN information was unavailable. Numbers reflect the actual number of physicians, not funding positions.

<sup>5</sup> Includes community and hospital-based specialists

**Table 3: HRM Product Penetration by Community-Based Family Physicians, Specialists and Nurse Practitioners by LHIN**

LHIN	Clinicians LIVE on HRM					Physicians Using eNotifications
	FP	SP	NP	Total	Change <sup>1</sup>	Total
1. Erie St. Clair	250	81	75	406	10	284
2. South West	427	65	54	546	8	359
3. Waterloo Wellington	409	85	58	552	9	381
4. Hamilton Niagara	381	137	7	525	15	319
5. Central West	288	134	13	435	1	292
6. Mississauga Halton	531	141	24	696	26	525
7. Toronto Central	616	272	30	918	9	714
8. Central	734	278	21	1,033	8	783
9. Central East	680	236	72	988	9	666
10. South East	340	24	69	433	-2	253
11. Champlain	656	180	58	894	7	623
12. North Simcoe Muskoka	316	77	83	476	4	321
13. North East	86	9	18	113	0	94
14. North West						
<b>Total</b>	<b>5,714</b>	<b>1,719</b>	<b>582</b>	<b>8,015</b>	<b>104</b>	<b>5,614</b>

<sup>1</sup>Number reflects clinicians who may have withdrawn or moved LHIN boundaries during the reporting period, and where LHIN information was unavailable from the data source.

**Table 4: eConsult Product Penetration by Physicians and Nurse Practitioners by LHIN**

LHIN	Physicians and NPs on eConsult
	Total <sup>1</sup>
1. Erie St. Clair	152
2. South West	417
3. Waterloo Wellington	324
4. Hamilton Niagara	356
5. Central West	119
6. Mississauga Halton	332 <sup>2</sup>
7. Toronto Central	645
8. Central	358
9. Central East	338
10. South East	348 <sup>3</sup>
11. Champlain	1,210 <sup>4</sup>
12. North Simcoe Muskoka	232
13. North East	539
14. North West	254
<b>Total</b>	<b>5,624</b>

<sup>1</sup> Provisioned (live) Physicians and NPs

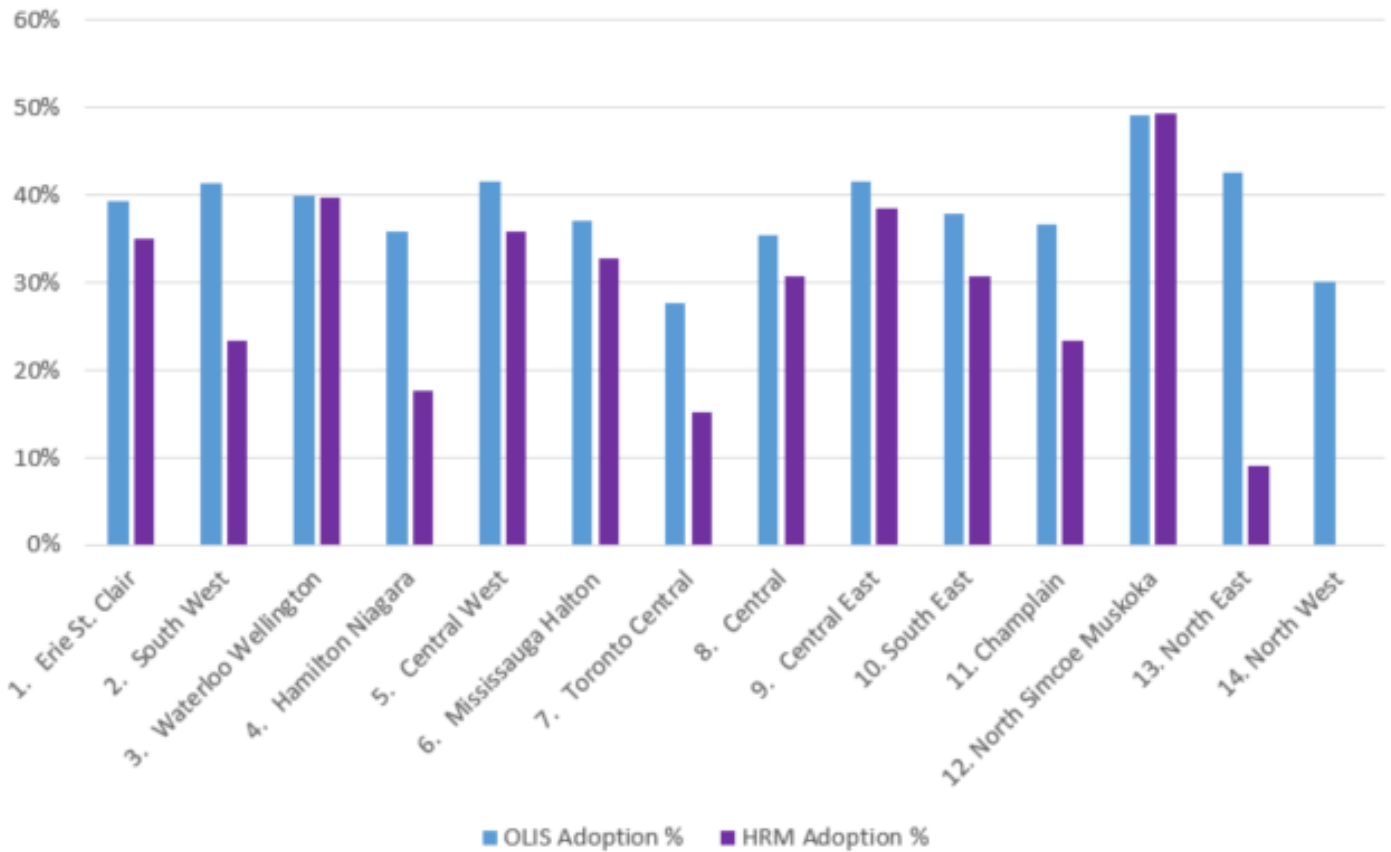
<sup>2</sup> Includes physicians and NPs using Champlain BASE eConsult and OTN eConsult in Mississauga Halton LHIN

<sup>3</sup> Includes physicians and Nurse Practitioners using OTN BASE eConsult (SEAMO Pilot) and OTN eConsult in South East LHIN

<sup>4</sup> Includes physicians and Nurse Practitioners using Champlain BASE eConsult and OTN eConsult in Champlain LHIN.



## Provincial Product/Service Penetration by LHIN



## 7. Appendices

### Definitions:

**LHIN Penetration:** The % of eligible physicians or hospitals using provincial product/service; the % penetration for all LHINs is based on the denominator of 28,636 eligible physicians across all LHINs.

**Ontario Average:** Average % of eligible physicians or hospitals using product across all LHINs;

### 1.1 Appendix A: LHIN 1 – Erie St. Clair

LHIN 1 - Provincial Product/Service % Penetration			
Product	LHIN 1 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)	57%		15%
HRM (Physicians)	35%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%		38%

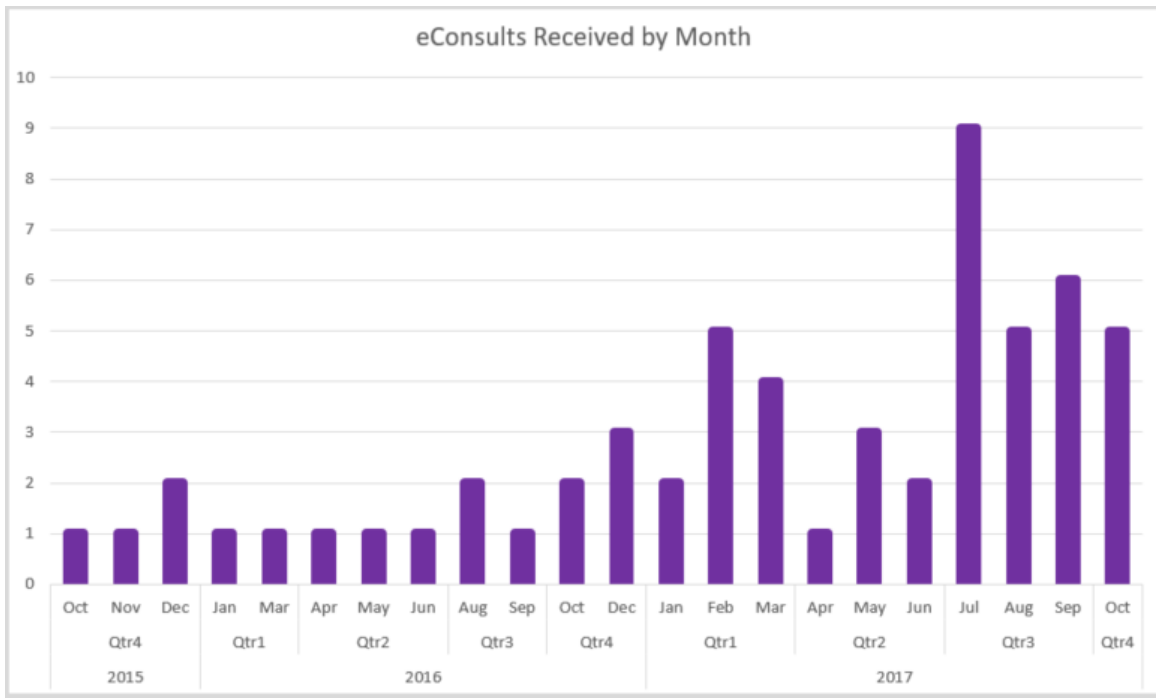
LHIN 1 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	28	6	19
Alpha Healthcare Inc.	4	3	5
Canada Health Systems Inc.	9	3	3
Indivica Inc.	1	1	2
OSCAR EMR	31	9	10
P&P Data Systems Inc.	4	2	1
QHR Technologies Inc.	214	144	152
TELUS	213	149	161
YES Medical Systems	8	5	8
York-Med Systems Inc.	10	6	7
<b>Total</b>	<b>522</b>	<b>328</b>	<b>368</b>

\*Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

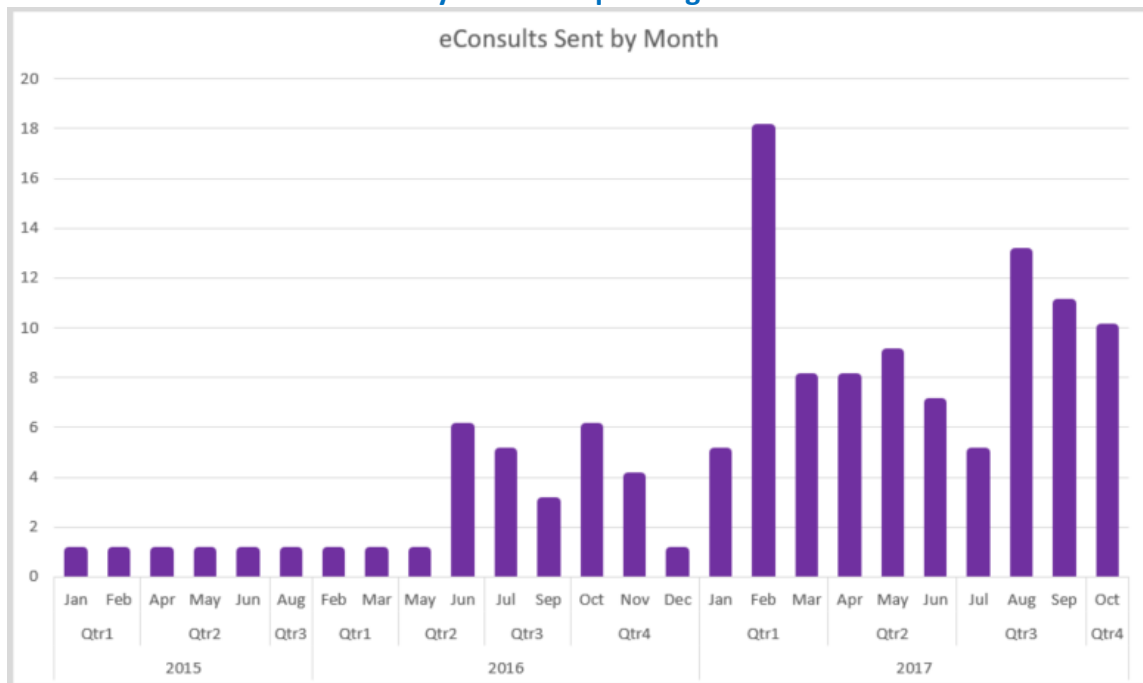
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 1 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 1 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.2 Appendix B: LHIN 2 – South West

LHIN 2 - Provincial Product/Service % Penetration			
Product	LHIN 2 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)	34%		15%
HRM (Physicians)	23%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	41%		38%

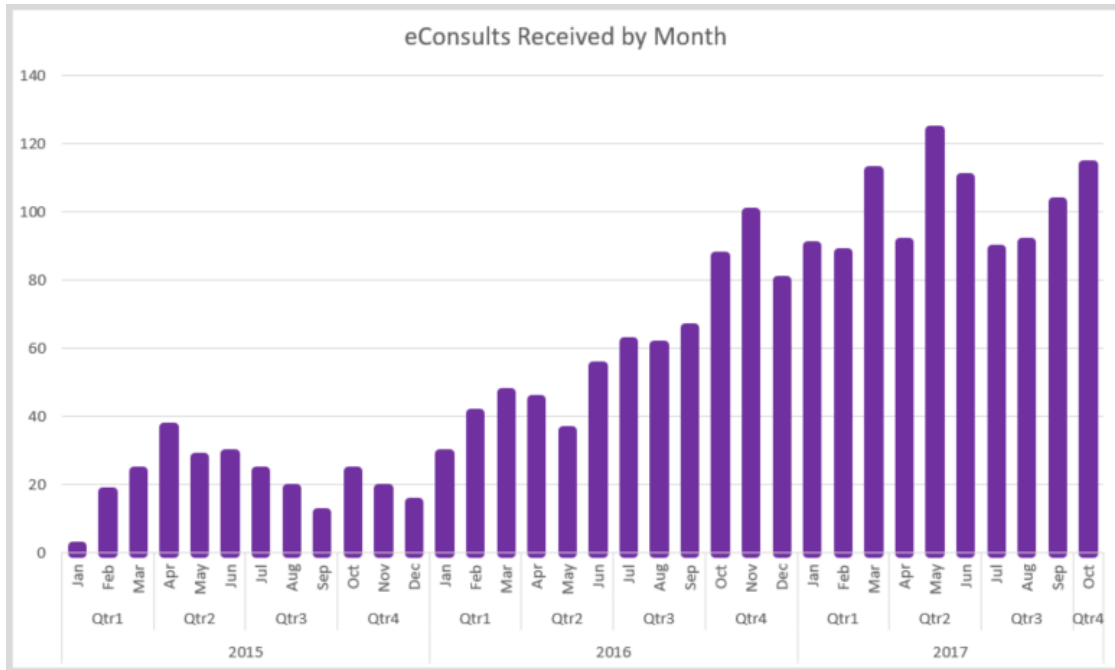
LHIN 2 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	19	2	19
Alpha Healthcare Inc.			
Canada Health Systems Inc.	8	1	7
Indivica Inc.			1
OSCAR EMR	68	25	36
P&P Data Systems Inc.	3		5
QHR Technologies Inc.	343	178	347
TELUS	534	284	454
YES Medical Systems	2		1
York-Med Systems Inc.	12	2	4
<b>Total</b>	<b>989</b>	<b>492</b>	<b>874</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

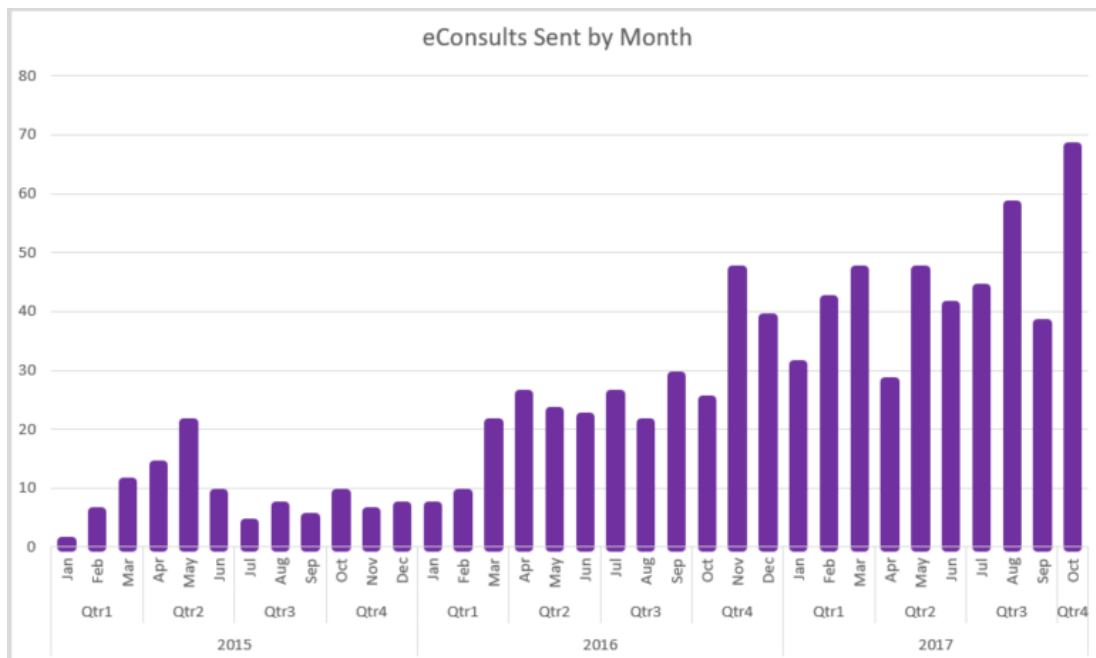
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 2 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 2 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

### 1.3 Appendix C: LHIN 3 – Waterloo Wellington

LHIN 3 - Provincial Product/Service % Penetration			
Product	LHIN 3 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	40%	1%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	40%		38%

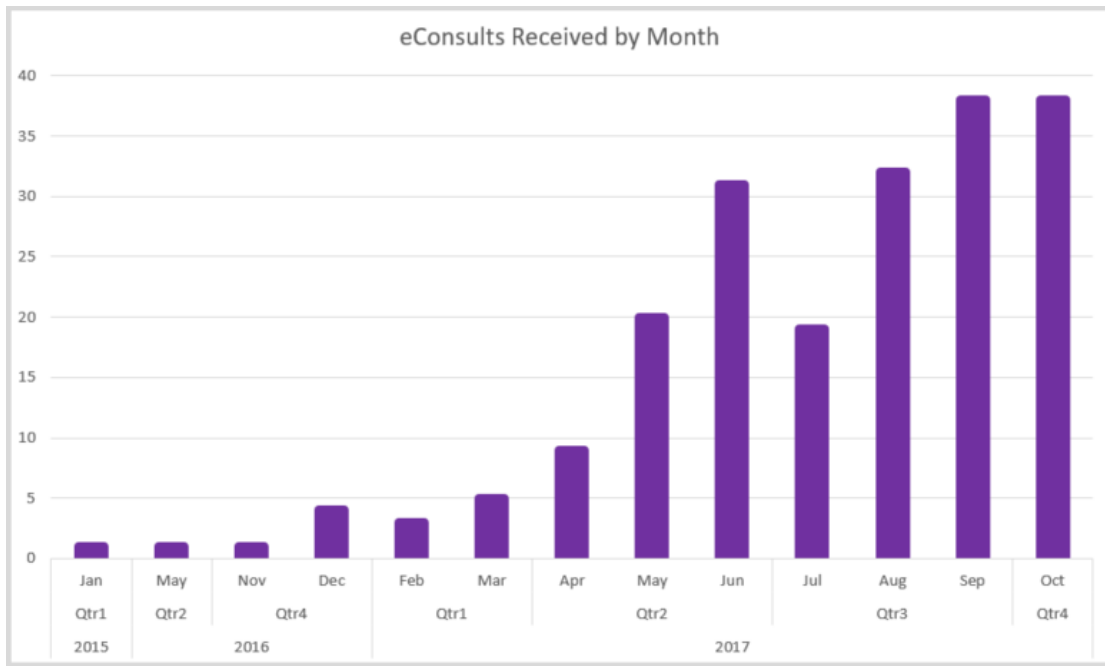
LHIN 3 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	14	7	8
Alpha Healthcare Inc.	2	1	3
Canada Health Systems Inc.	6	3	2
Indivica Inc.	7	1	1
OSCAR EMR	53	27	22
P&P Data Systems Inc.	33	2	3
QHR Technologies Inc.	103	48	51
TELUS	522	400	394
YES Medical Systems	3	1	4
York-Med Systems Inc.	6		4
<b>Total</b>	<b>749</b>	<b>490</b>	<b>492</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

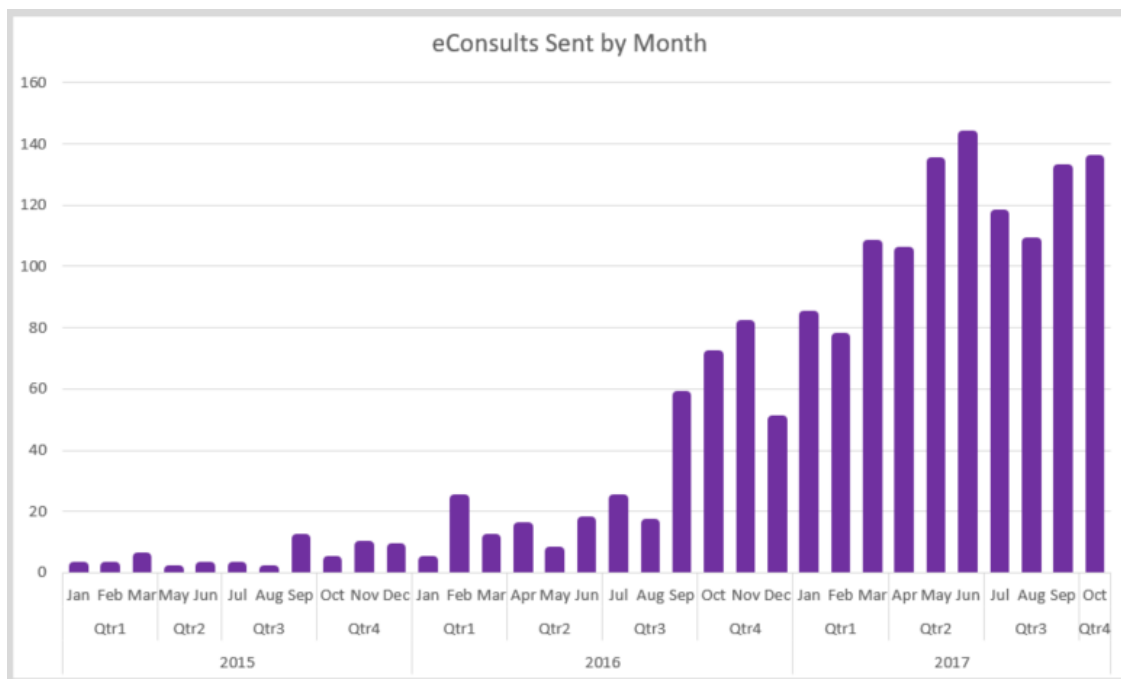
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 3 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 3 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.4 Appendix D: LHIN 4 – Hamilton Niagara

LHIN 4 - Provincial Product/Service % Penetration			
Product	LHIN 4 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	18%	1%	27%
HRM (Hospitals)	90%		79%
OLIS (Physicians)*	36%		38%

LHIN 4 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	57	10	52
Alpha Healthcare Inc.	5		5
Canada Health Systems Inc.	17	11	9
Indivica Inc.	22	11	6
OSCAR EMR	240	53	107
P&P Data Systems Inc.	43	16	37
QHR Technologies Inc.	323	108	281
TELUS	644	304	535
YES Medical Systems	2		2
York-Med Systems Inc.	16	5	14
<b>Total</b>	<b>1,369</b>	<b>518</b>	<b>1,048</b>

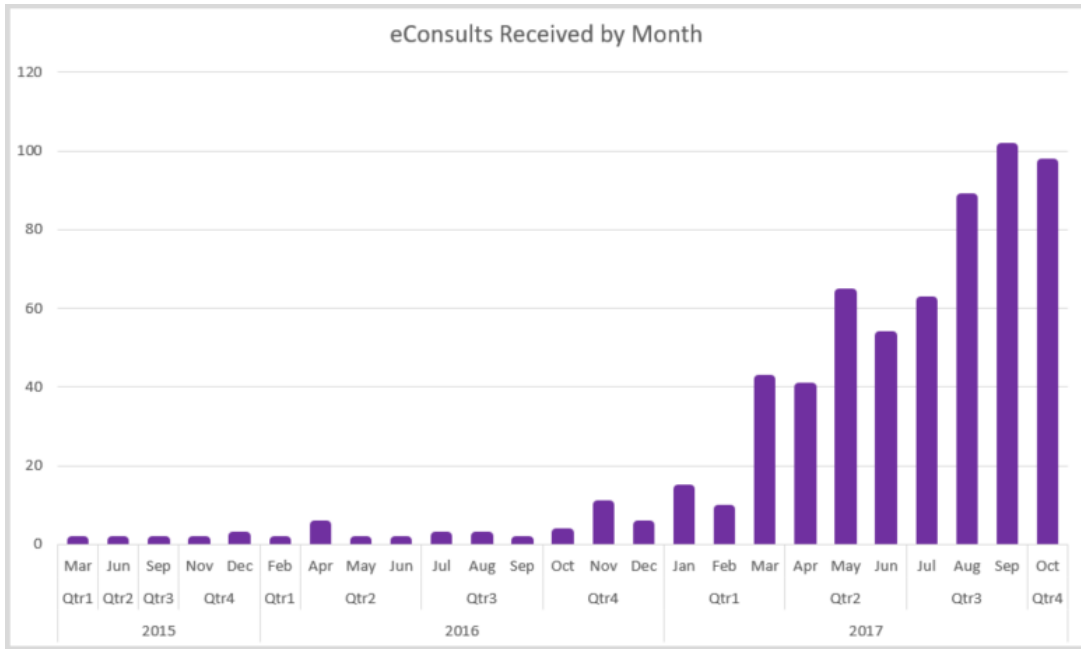
\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

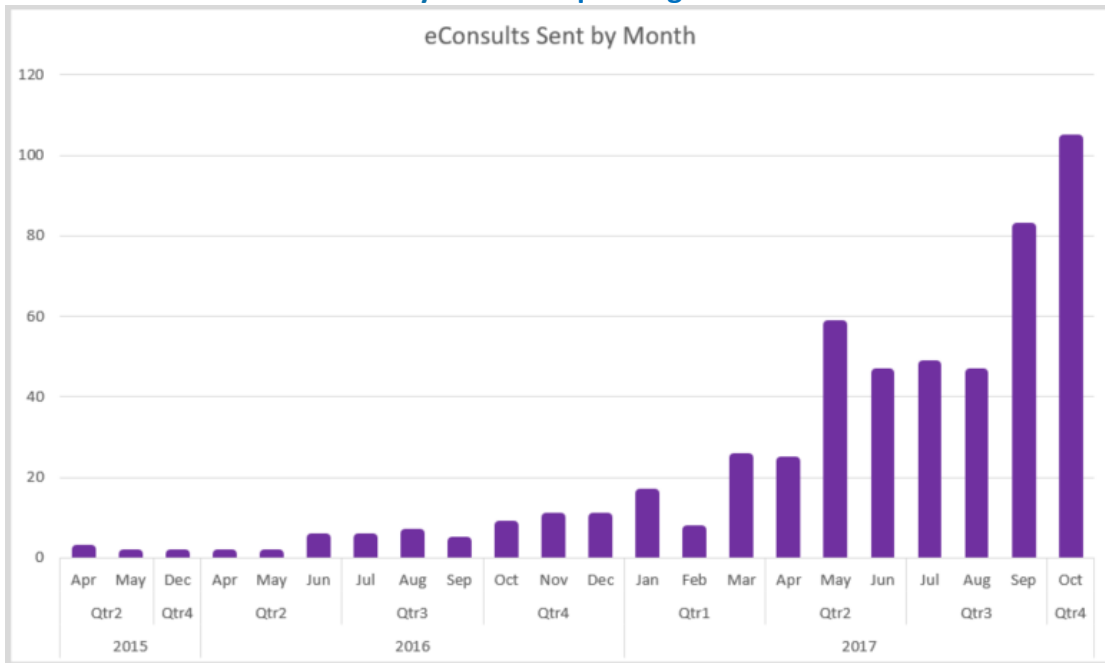


### Number of eConsults Received by LHIN 4 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 4 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.5 Appendix E: LHIN 5 – Central West

LHIN 5 - Provincial Product/Service % Penetration			
Product	LHIN 5 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	36%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%	1%	38%

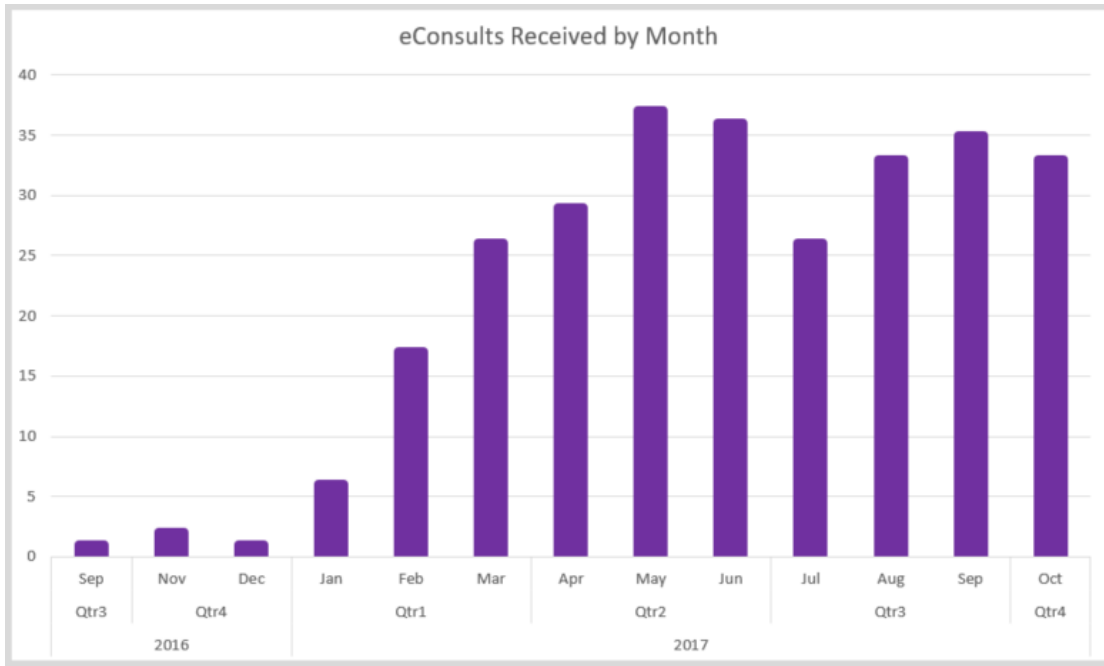
LHIN 5 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	19	7	11
Alpha Healthcare Inc.	6	2	5
Canada Health Systems Inc.	49	23	33
Indivica Inc.	35	32	15
OSCAR EMR	197	108	61
P&P Data Systems Inc.	42	29	42
QHR Technologies Inc.	189	108	161
TELUS	182	112	155
YES Medical Systems	3		3
York-Med Systems Inc.	1		1
<b>Total</b>	<b>723</b>	<b>421</b>	<b>487</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

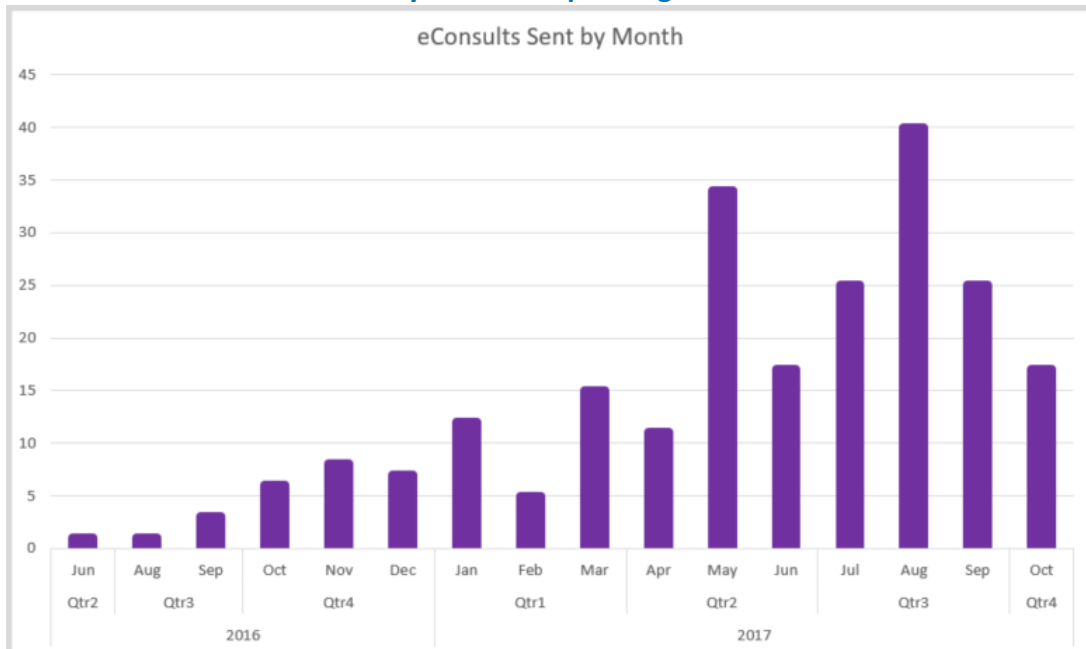
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 5 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 5 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.6 Appendix F: LHIN 6 – Mississauga Halton

LHIN 6 - Provincial Product/Service % Penetration			
Product	LHIN 6 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	33%	1%	27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	37%		38%

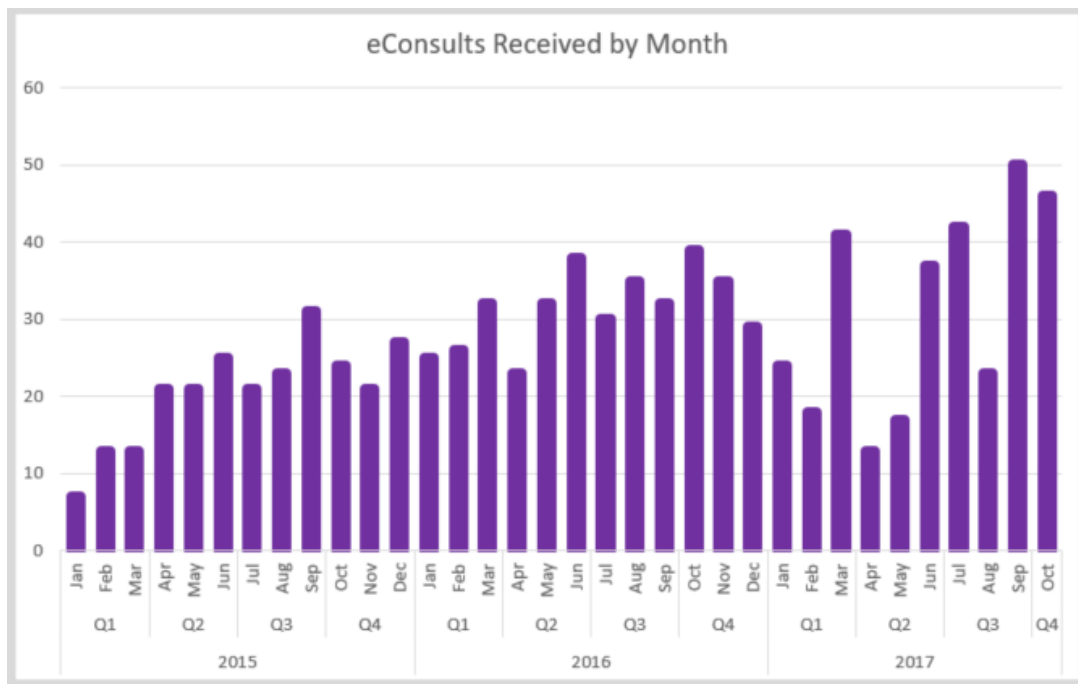
LHIN 6 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	45	6	32
Alpha Healthcare Inc.	4	1	1
Canada Health Systems Inc.	25	9	28
Indivica Inc.	30	25	2
OSCAR EMR	257	150	97
P&P Data Systems Inc.	13	1	11
QHR Technologies Inc.	271	171	243
TELUS	452	308	338
YES Medical Systems	2	1	2
York-Med Systems Inc.	4		4
<b>Total</b>	<b>1,103</b>	<b>672</b>	<b>758</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not to Enrolled Physicians.

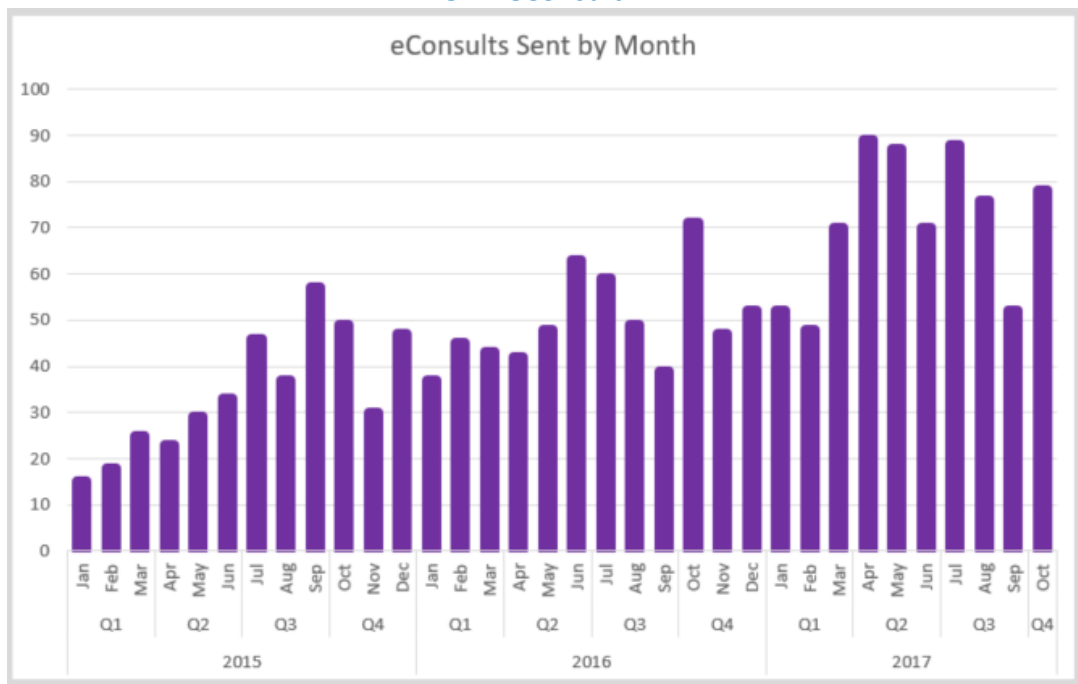
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 6 Specialists on Champlain BASE eConsult and OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 6 Requesting Clinicians on Champlain BASE eConsult and OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.7 Appendix G: LHIN 7 – Toronto Central

LHIN 7 - Provincial Product/Service % Penetration			
Product	LHIN 7 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)	26%		15%
HRM (Physicians)	15%		27%
HRM (Hospitals)	32%		79%
OLIS (Physicians)*	28%	1%	38%

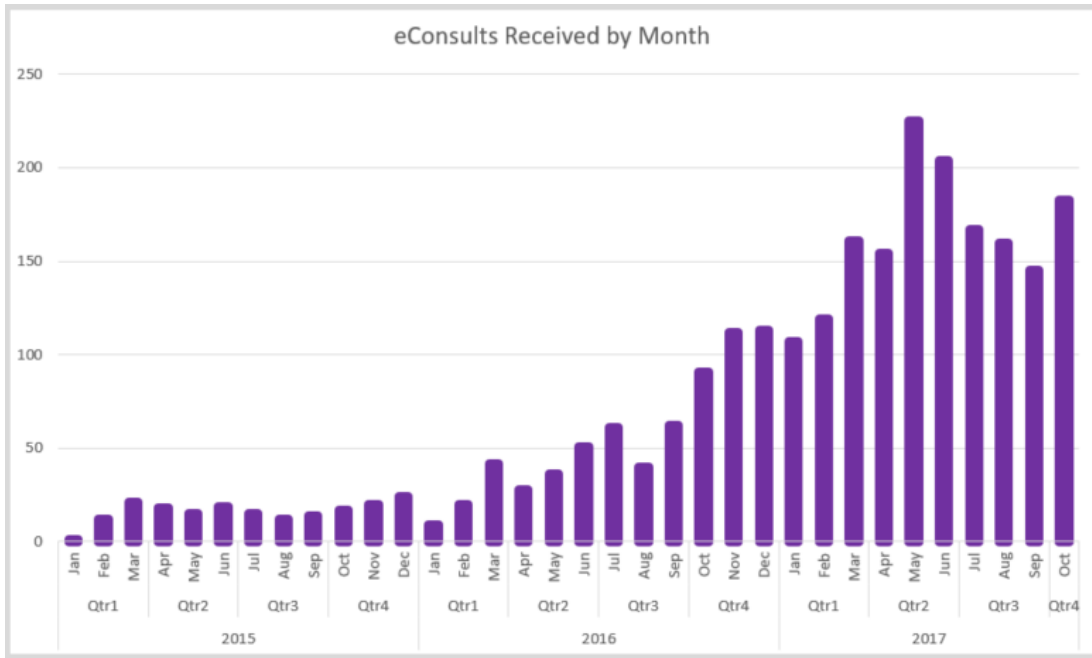
LHIN 7 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	86	37	60
Alpha Healthcare Inc.	20	16	20
Canada Health Systems Inc.	88	40	62
Indivica Inc.	163	116	40
OSCAR EMR	264	87	107
P&P Data Systems Inc.	77	11	55
QHR Technologies Inc.	428	194	495
TELUS	814	357	701
YES Medical Systems	12	1	12
York-Med Systems Inc.	5		4
<b>Total</b>	<b>1,957</b>	<b>859</b>	<b>1,556</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

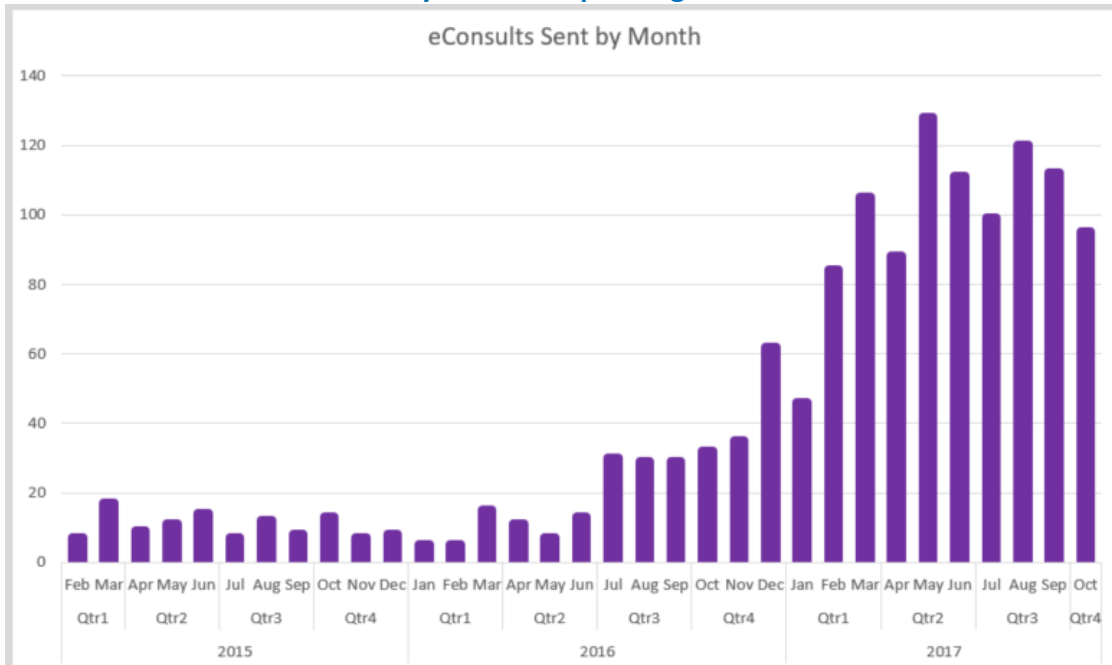
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 7 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 7 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.8 Appendix H: LHIN 8 – Central

LHIN 8 - Provincial Product/Service % Penetration			
Product	LHIN 8 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)	18%		15%
HRM (Physicians)	31%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	35%		38%

LHIN 8 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	94	25	55
Alpha Healthcare Inc.	7	4	7
Canada Health Systems Inc.	41	18	33
Indivica Inc.	119	87	35
OSCAR EMR	241	143	96
P&P Data Systems Inc.	139	41	69
QHR Technologies Inc.	447	234	389
TELUS	668	440	451
YES Medical Systems	11	3	9
York-Med Systems Inc.	13	7	11
<b>Total</b>	<b>1,780</b>	<b>1,002</b>	<b>1,155</b>

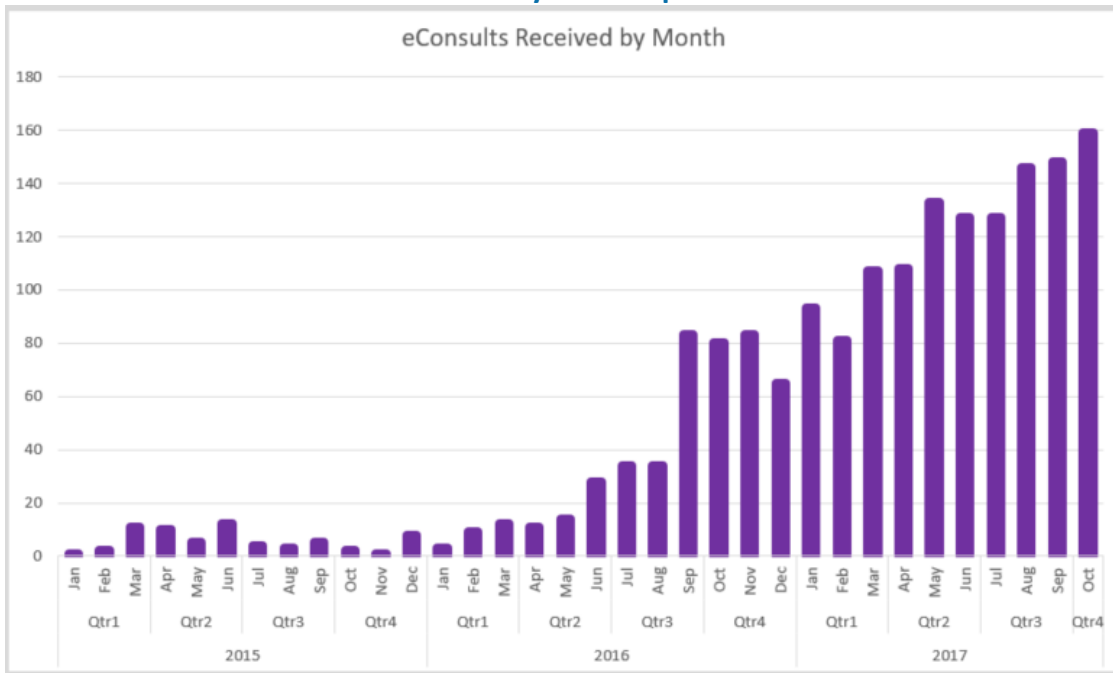
\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

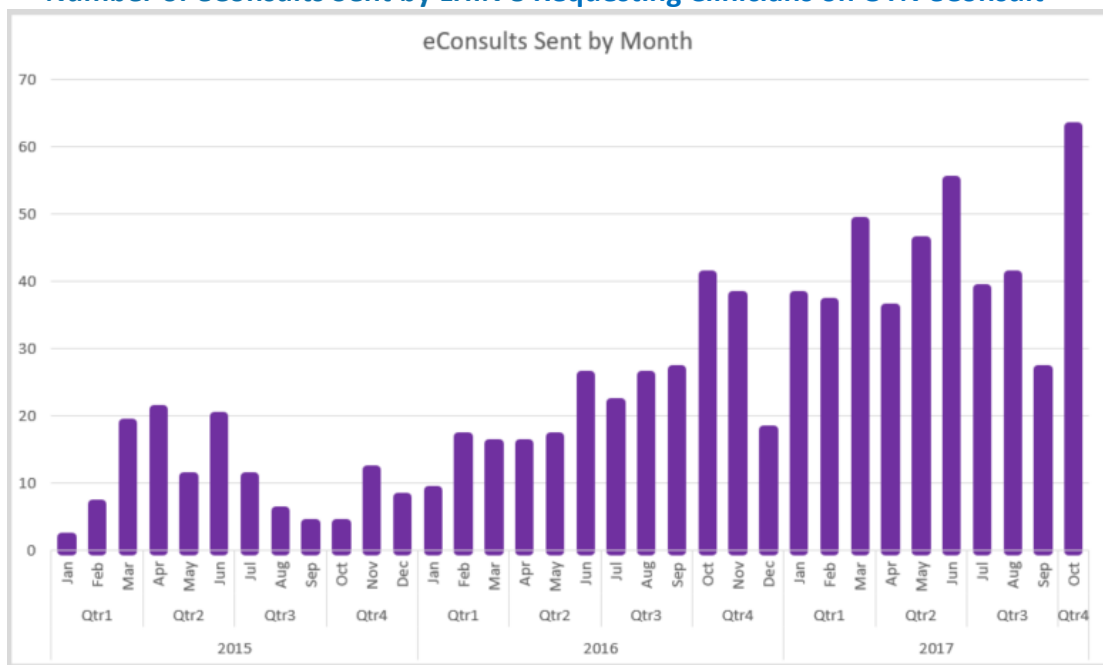


### Number of eConsults Received by LHIN 8 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 8 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.9 Appendix I: LHIN 9 – Central East

LHIN 9 - Provincial Product/Service % Penetration			
Product	LHIN 9 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	38%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%	1%	38%

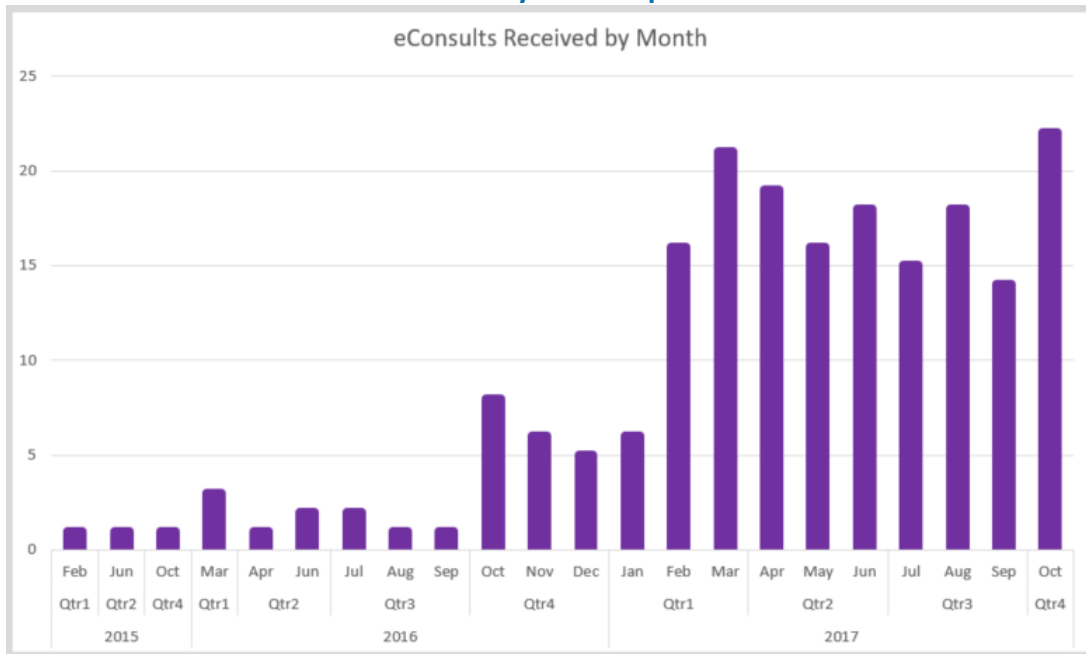
LHIN 9 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	50	12	30
Alpha Healthcare Inc.	7	5	6
Canada Health Systems Inc.	64	40	37
Indivica Inc.	48	40	8
OSCAR EMR	202	129	101
P&P Data Systems Inc.	60	9	35
QHR Technologies Inc.	314	199	229
TELUS	593	445	492
YES Medical Systems	7	3	6
York-Med Systems Inc.	16	5	15
<b>Total</b>	<b>1,361</b>	<b>887</b>	<b>959</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

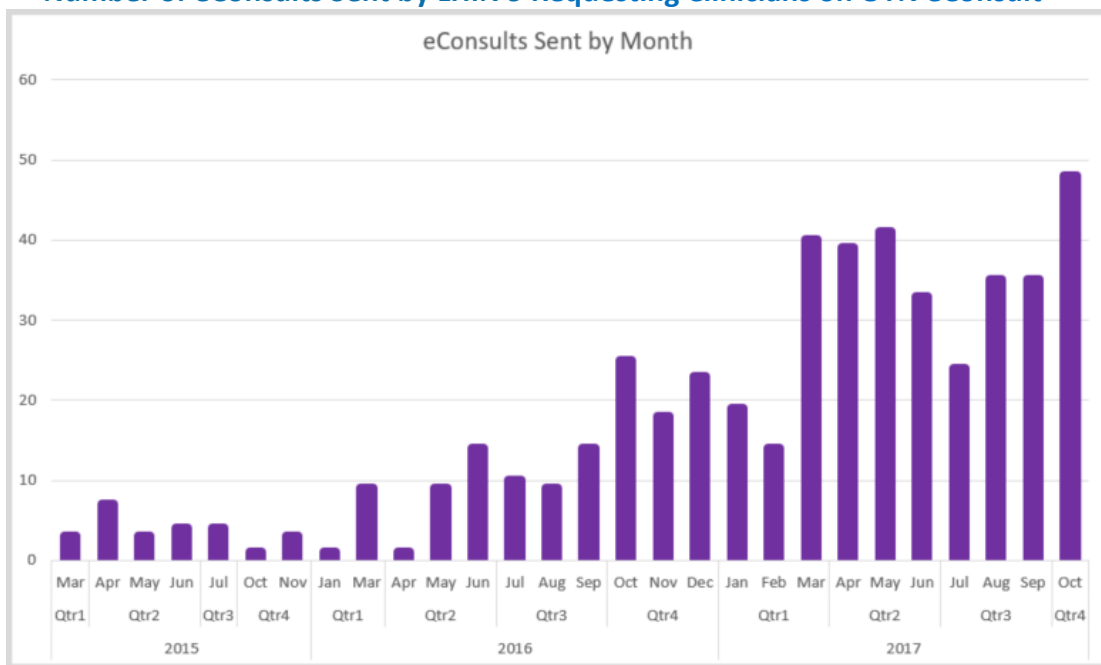
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 9 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 9 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.10 Appendix J: LHIN 10 – South East

LHIN 10 - Provincial Product/Service % Penetration			
Product	LHIN 10 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)	31%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	38%		38%

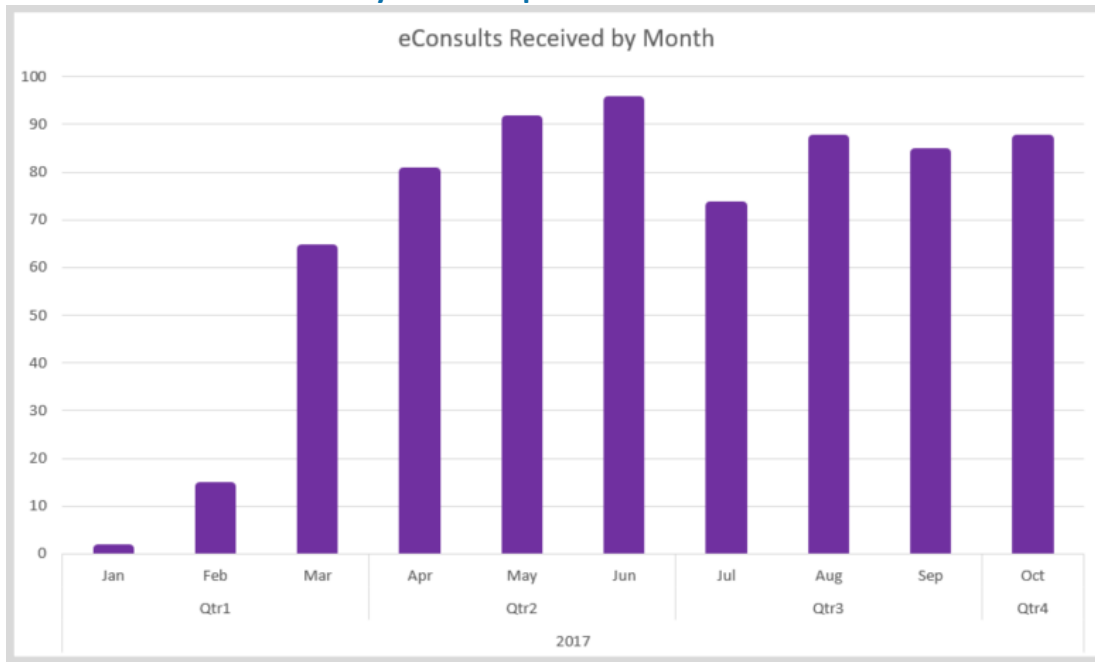
LHIN 10 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	9	2	10
Alpha Healthcare Inc.			
Canada Health Systems Inc.	1		4
Indivica Inc.	17	12	3
OSCAR EMR	82	44	34
P&P Data Systems Inc.	13	8	7
QHR Technologies Inc.	84	48	79
TELUS	334	242	303
YES Medical Systems	1	1	1
York-Med Systems Inc.	1	1	1
<b>Total</b>	<b>542</b>	<b>358</b>	<b>442</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

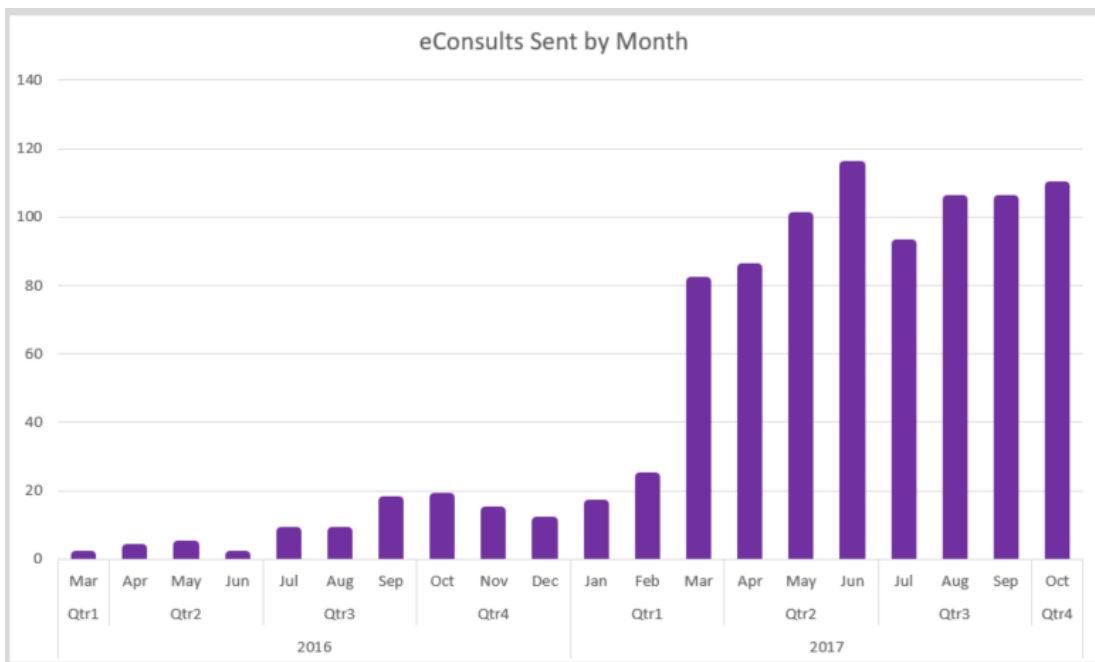
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

**Number of eConsults Received by LHIN 10 Specialists on BASE™ eConsult and OTN eConsult\***



*\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN*

**Number of eConsults Sent by LHIN 10 Requesting Clinicians on BASE™ eConsult and OTN eConsult\*\***



*\*\*Includes eConsults sent to Specialists inside and outside the LHIN*

## 1.11 Appendix K: LHIN 11 – Champlain

LHIN 11 - Provincial Product/Service % Penetration			
Product	LHIN 11 Penetration	Change	Ontario Average
eNotifications (Hospitals)	19%		15%
HRM (Physicians)	23%		27%
HRM (Hospitals)	81%		79%
OLIS (Physicians)*	37%	1%	38%

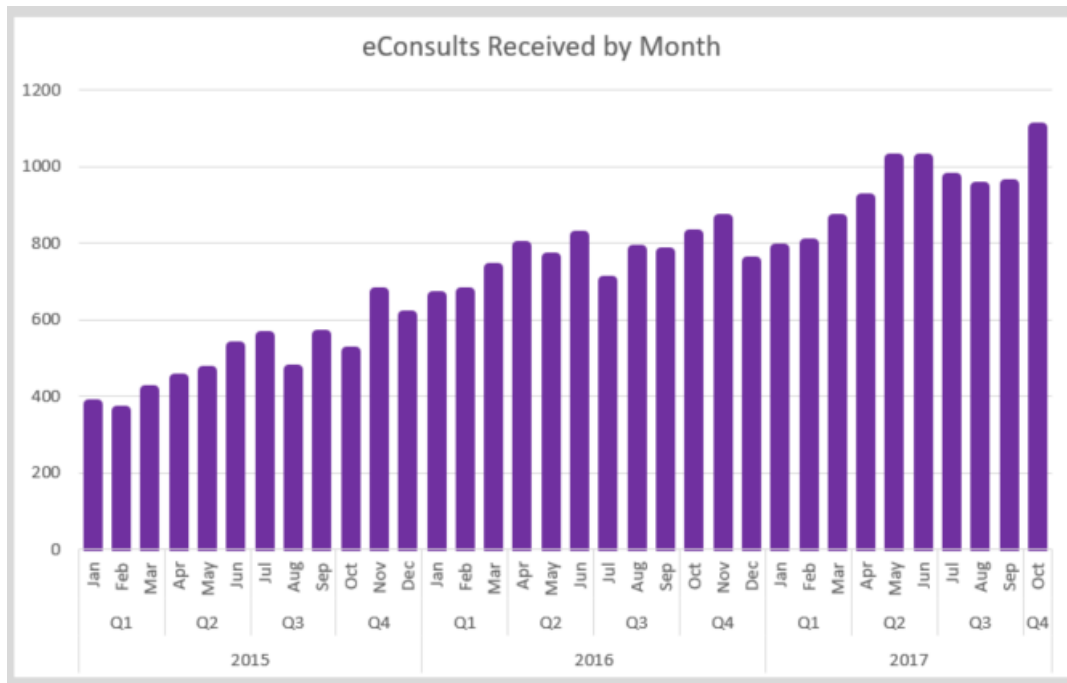
LHIN 11 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR	HRM	OLIS* Access Through EMR
ABELSoft Corporation	31	3	29
Alpha Healthcare Inc.	1		
Canada Health Systems Inc.	112	63	53
Indivica Inc.	39	29	23
OSCAR EMR	201	119	112
P&P Data Systems Inc.	61	15	22
QHR Technologies Inc.	264	101	244
TELUS	1,019	504	819
YES Medical Systems			
York-Med Systems Inc.			1
<b>Total</b>	<b>1,728</b>	<b>834</b>	<b>1,303</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

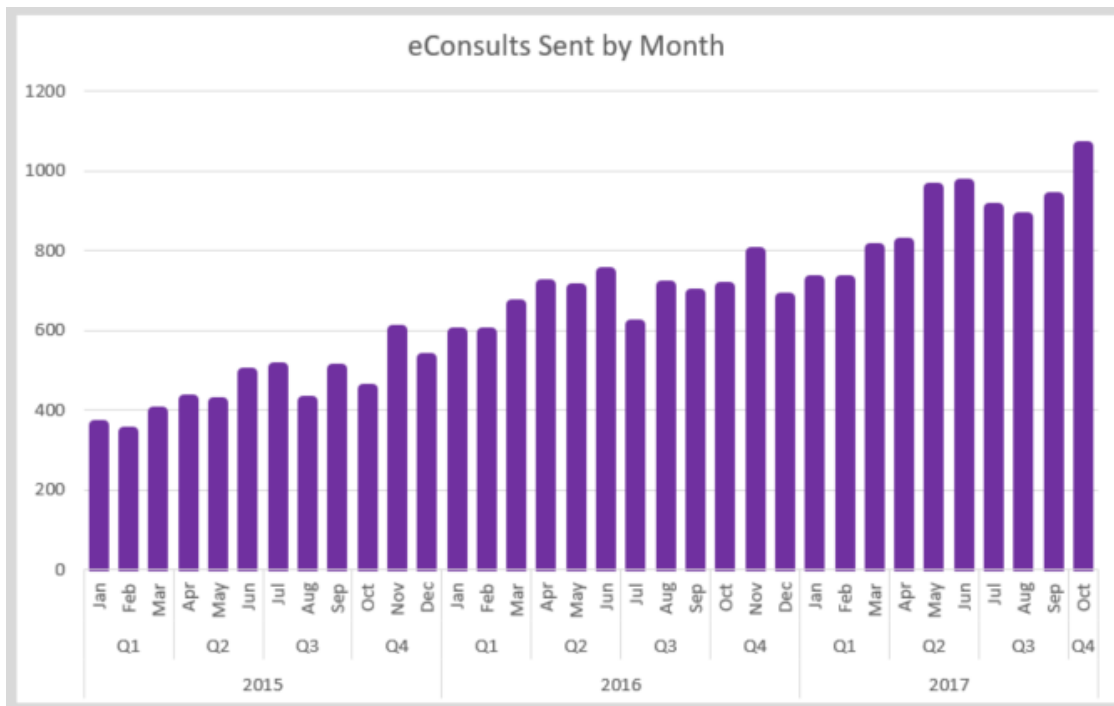
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults received by LHIN 11 Specialists on Champlain BASE eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults sent by LHIN 11 Requesting Clinicians on Champlain BASE eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.12 Appendix L: LHIN 12 – North Simcoe Muskoka

LHIN 12 - Provincial Product/Service % Penetration			
Product	LHIN 12 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)	17%		15%
HRM (Physicians)	49%		27%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	49%		38%

LHIN 12 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	3	1	4
Alpha Healthcare Inc.	7	5	5
Canada Health Systems Inc.	1		1
Indivica Inc.			
OSCAR EMR	25	13	6
P&P Data Systems Inc.	1		
QHR Technologies Inc.	250	187	176
TELUS	227	181	192
YES Medical Systems			
York-Med Systems Inc.	2	1	2
<b>Total</b>	<b>516</b>	<b>388</b>	<b>386</b>

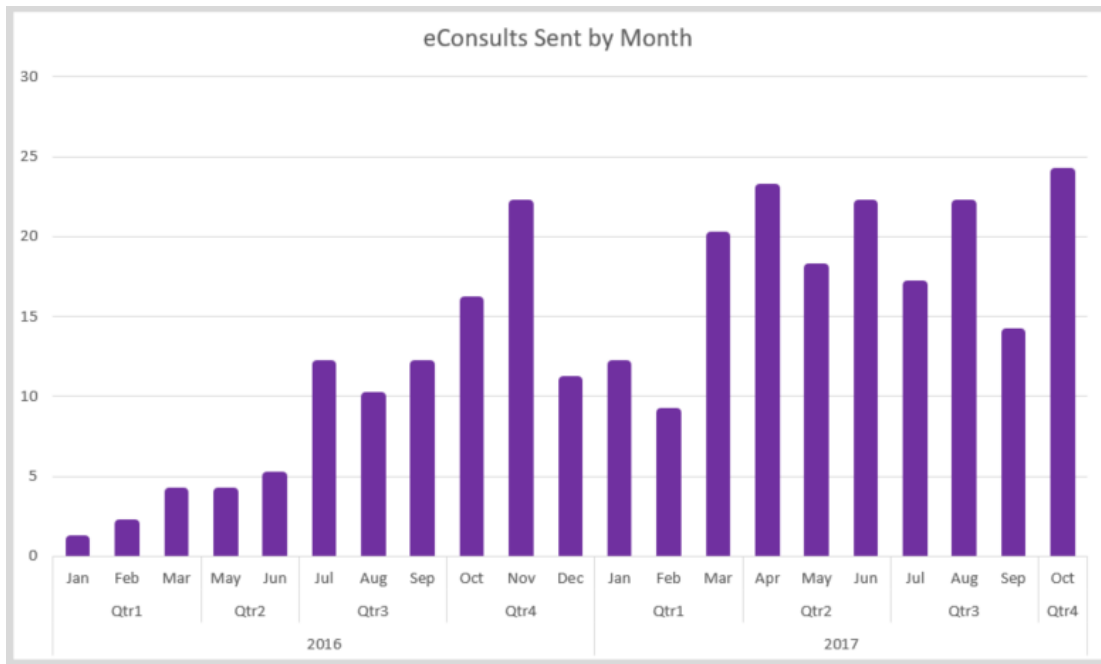
\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

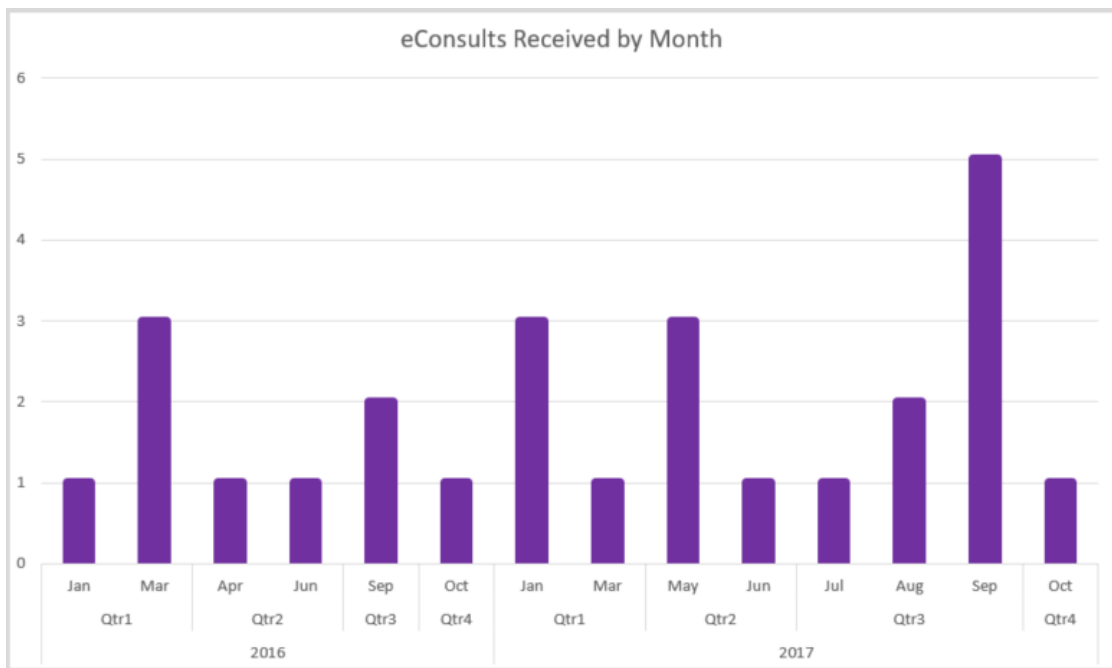


### Number of eConsults Received by LHIN 12 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 12 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

### 1.13 Appendix M: LHIN 13 – North East

LHIN 13 - Provincial Product/Service % Penetration			
Product	LHIN 13 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)	39%		15%
HRM (Physicians)	9%	-	27%
HRM (Hospitals)			79%
OLIS (Physicians)*	43%	1%	38%

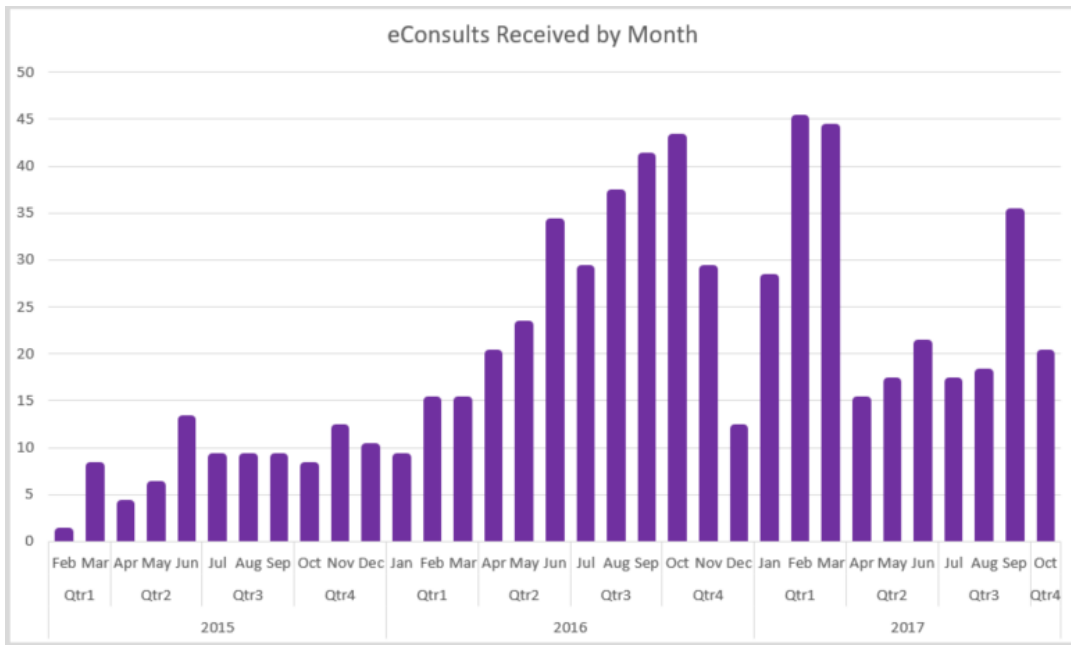
LHIN 13 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	9	3	5
Alpha Healthcare Inc.	1		1
Canada Health Systems Inc.	2		5
Indivica Inc.			1
OSCAR EMR	23	5	7
P&P Data Systems Inc.	39	1	5
QHR Technologies Inc.	82	12	86
TELUS	326	74	318
YES Medical Systems			
York-Med Systems Inc.	11		8
<b>Total</b>	<b>493</b>	<b>95</b>	<b>436</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

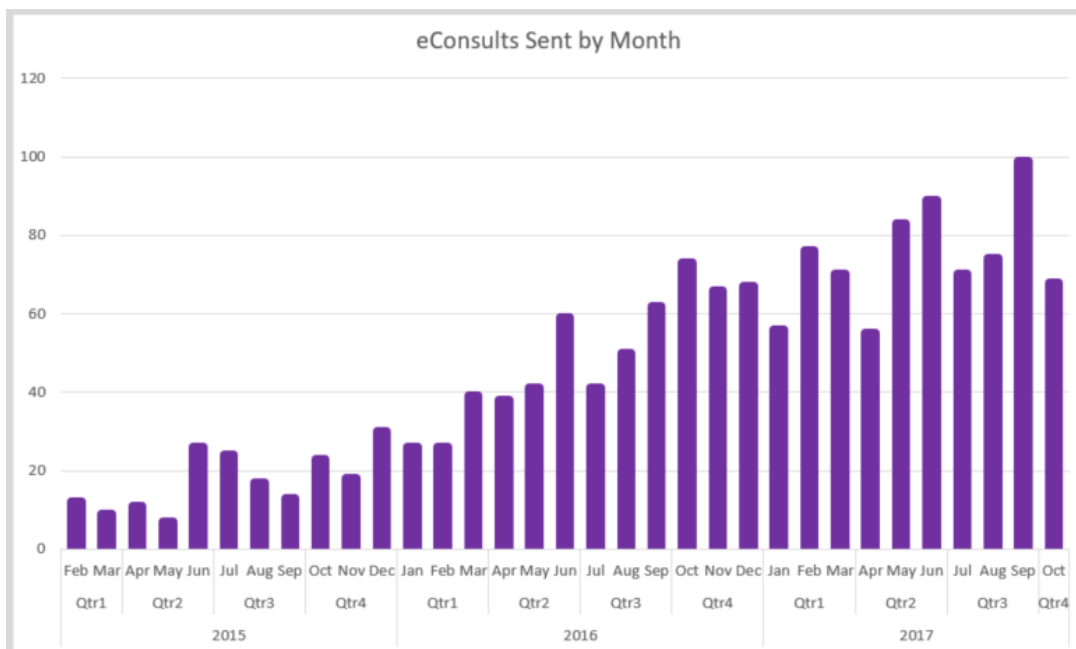
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 13 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 13 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN

## 1.14 Appendix N: LHIN 14 – North West

LHIN 14 - Provincial Product/Service % Penetration			
Product	LHIN 14 Penetration <sup>1</sup>	Change	Ontario Average
eNotifications (Hospitals)			15%
HRM (Physicians)			27%
HRM (Hospitals)			79%
OLIS (Physicians)*	30%		38%

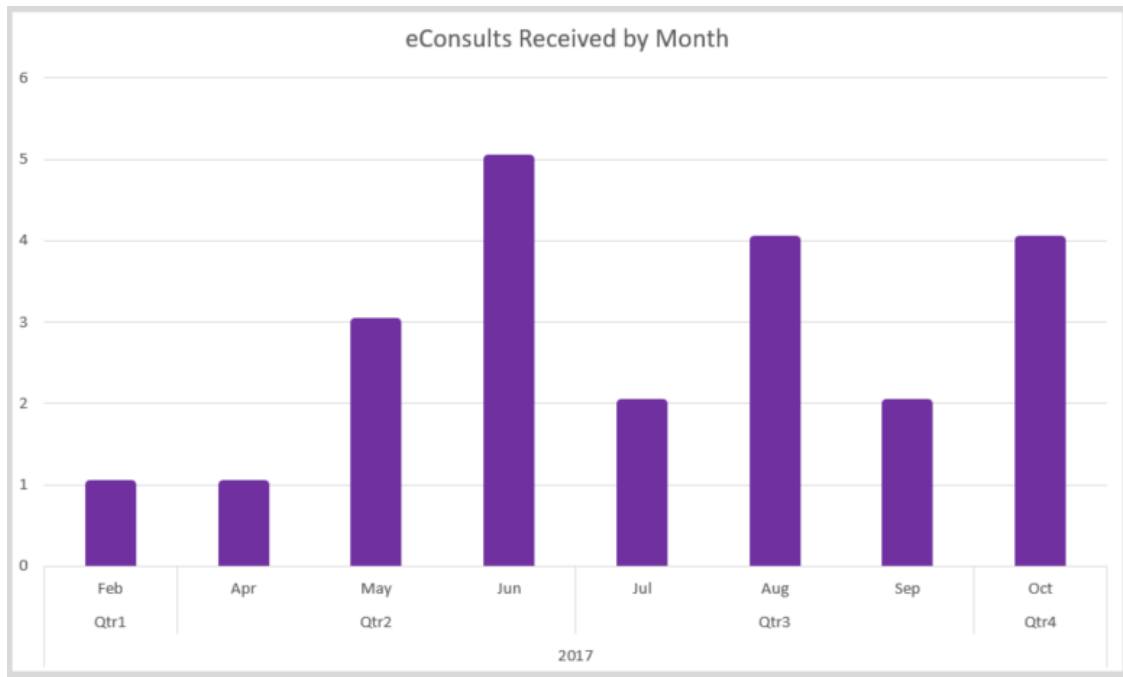
LHIN 14 - Physicians by Vendor/OntarioMD Service			
EMR Vendor	Physicians Live on Certified EMR <sup>2</sup>	HRM	OLIS* Access Through EMR
ABELSoft Corporation	7		7
Alpha Healthcare Inc.			
Canada Health Systems Inc.	4		4
Indivica Inc.			
OSCAR EMR	10		1
P&P Data Systems Inc.	24		2
QHR Technologies Inc.	44		55
TELUS	126		81
YES Medical Systems			
York-Med Systems Inc.			
<b>Total</b>	<b>215</b>		<b>150</b>

\* Source: eHealth Ontario

<sup>1</sup> HRM Penetration is based on Live Physicians, not Enrolled Physicians.

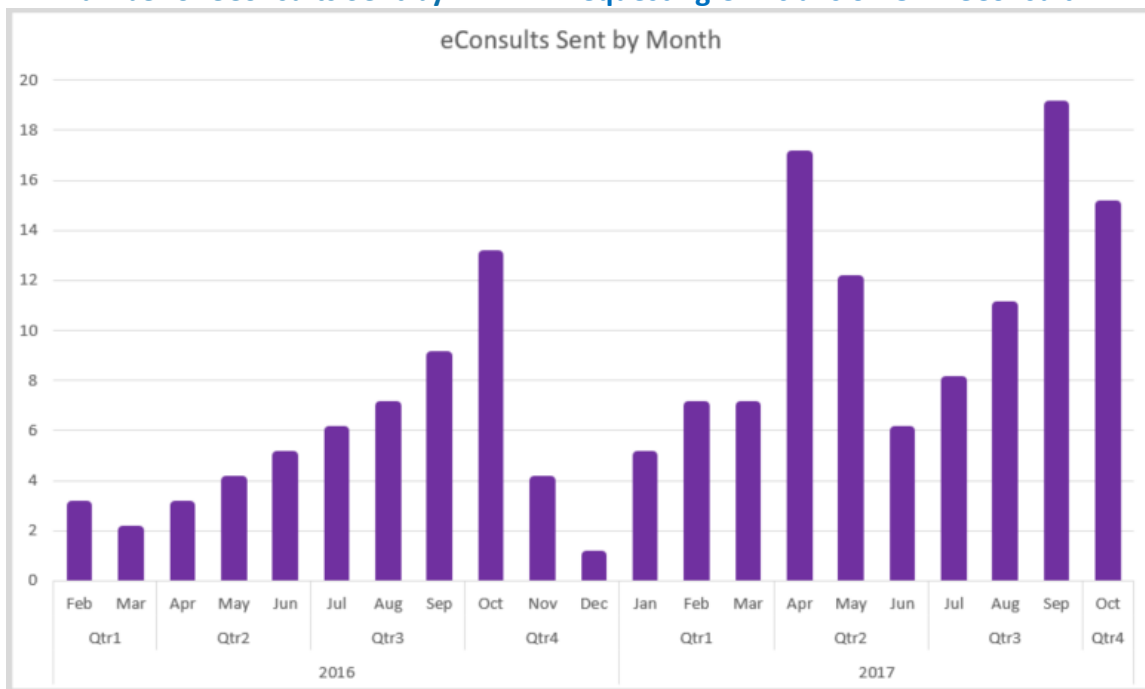
<sup>2</sup> Numbers have been updated to reflect the actual number of physicians, not funding positions.

### Number of eConsults Received by LHIN 14 Specialists on OTN eConsult\*



\*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

### Number of eConsults Sent by LHIN 14 Requesting Clinicians on OTN eConsult\*\*



\*\*Includes eConsults sent to Specialists inside and outside the LHIN